

POLICY AND TERMS



THE BUILD

Our desktop computers are built to order and to the highest standard. The operating system and “pre-installed” software is then installed and tested by our technician. Once our tests have been performed and our technical team is satisfied, your system will then be immediately despatched to you.

PARTS AVAILABILITY

Every effort is made to obtain all the necessary parts to complete your system to specifications and in a timely fashion. Due to the high volume of computer components, from time to time stock availability can be temporarily delayed. On such a rare occurrence we will contact the customer immediately to offer a substitute part where applicable (e.g. substituting a DVD writer with the same specifications but in a different brand, such as Pioneer instead of LiteOn).

In some cases where an item has been superseded by another item of superior specifications, that superior item will be offered to the customer (e.g. as stock depletes on the 667 MHz memory stick it may be upgraded to a 800MHz stick at no extra charge).

PAYMENT AND ORDER PREPARATION

Due to space limitations, certain stock is held at other locations and is only delivered to our office as required. Orders are unable to be processed until payment has been completed (either through direct bank deposit or PayPal).

With desktop computer orders we will not proceed with the building process until payment has been processed. The order is then given to the build department to commence the assembly process. Usually building begins the same day as payment is received and is completed the following day.

With “off the shelf” product orders (i.e. LEDs and computer accessories), once the payment process is complete, the orders are forwarded to our warehouse for picking and despatched the same day as the picking process is complete.

Cancellation of orders will incur a re-stocking fee of 15% of the total order value.

We strive to retain our reputation of having a fast and efficient turn-around of orders.

DELIVERY

The transportation method of all orders is at our discretion. Our preferred method is as follows:

- For large orders (heavier than 15 kg) we use Smart Send, who offer a fast and reliable delivery service. With a website-based tracking service you know where your order is at every stage.
- For small parcels we use Australia Parcel Post.
- The transport company used will be the most economical one for each order.

Local pickup of orders is only available by prior arrangement.

RETURNS, WARRANTY AND ALTERATIONS

All orders, once paid for, are treated as final. Once the building of a computer system has commenced or parts have been ordered in to fill your order, alterations to your order may incur a fee. So please order carefully. If you have any queries, feel free to contact our friendly sales staff prior to placing an order.

Returns without prior arrangement are not accepted. All warranty claims must first be addressed directly with our friendly sales team. You will then be given details on the appropriate return procedure. Freight charges and other costs relating to returning items, whether for a warranty claim or not, are payable by the customer (so just sending something back without prior arrangement can be a costly process).

WEBSITE DESIGN

All website designs are customised to suit each clients' requirements. We use your company logo and trademarks in designing your website and we assume you have the legal right to display such images (i.e. trademark registration).

Content for your website is derived from a collaboration between yourself and our friendly Web designer. Every effort is made to ensure such content will meet acceptable etiquette for Internet standards (Netiquette), as expected throughout the Internet community.

Our aim is to produce a high quality, informative and professional-looking website that has been optimised for search engine indexing (Search Engine Optimisation - SEO) while attracting your targeted audience.

We concentrate on developing user-friendly and efficient websites, designed to convey information. Artwork and images used throughout your website are optimised, thus improving website efficiency.

Your website will extend your business by supplying a portal for information about your company and its products. It will also provide a further point of contact with your customers and an electronic means to extend your sales platform.

PRIVACY

We respect the privacy and rights of our clients and website visitors and no effort is made to identify individuals without their knowledge. No email address, personal information or any other form of information that could identify an individual will be forwarded or sold to a third party.

We strive to retain our professional reputation and we endeavour to do everything possible to keep the trust and loyalty of our website visitors and clientele.

Cookies that are used on this website do not conflict with our privacy policy. They are used purely to provide non-personal identifiable statistics about our website, enabling us to improve our service and enhance the viewing experience of our visitors. Cookies are required for the shopping cart to function correctly and are *not* harmful to your computer.

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Create outside the square